

2017-2018 BUDGET QUESTION

Response to Request for Information

DEPARTMENT: Aviation and Convention Center

REQUEST NO.: 99

REQUESTED BY: Pool

DATE REQUESTED: 8/17/17

DATE POSTED: 8/29/17

REQUEST: Please update the report provided to Council in Budget Question No. 8 from FY 2017 on the internship programs for Aviation and the Austin Convention Center for the FY 2018 Proposed Budget.

RESPONSE:

Aviation Department's Summer Intern Program Overview

Current Year Program Status: Completed

Internship Period: June 5 – July 21, 2017 (seven weeks)

Overview of Students: The Aviation Department worked closely with the Manager of Youth and Family Services/Youth Initiatives Office in the Human Resources Department. Youth and Family Services worked with several schools in the Austin/Del Valle area to have youth apply and interview, and ultimately identified 13 students for the Summer Youth Internship program.

Program Summary:

- Aviation worked with the Youth and Family Services Office to ensure that the onboarding process and security background procedures were completed.
- The Family Services/Youth Initiatives Office coordinated with the youth and handled all of the internship training/orientation in order to get the students ready for employment.
- Aviation coordinated with the interns to complete the required new-hire paperwork.
- Thirteen students were hired for the 2017 seven-week program period, June 5 – July 21, 2017. The interns gained an introduction to the field of aviation and gained work experience as City of Austin employees.
- They were placed in various divisions throughout the airport including Property Management, Human Resources, Finance, Planning & Engineering, Safety, Security & Operations, and Customer Service where they were trained, monitored, and evaluated in their assignments.
- The Youth and Family Services Office coordinated a closing ceremony held July 21, 2017, and students prepared individual presentations about their work experiences.

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- Funding was provided by the Aviation Department for the payroll of 13 student internships (approximately \$1,000 per intern), and \$5,000 for the administrative costs paid to the Human Resources Department. An additional \$5,000 is to be provided for CareerFest in a partnership between the Aviation Department and the Youth and Family Services Initiatives Office.

Austin Convention Center Department's (ACCD) Summer Intern Program Summary

Planning Status: The 2017 ACCD and Family Services/Youth program is completed. Dates were June 26 – August 4. Assuming a partnership between The COA Human Resources Department (HRD) and the youth groups continues in FY 2018, ACCD will provide internship opportunities in FY 2018, similar to the FY 2017 Summer Intern Program.

Overview of Students: The ACCD worked closely with the Manager of Youth and Family Services/Youth Initiatives office in COA Human Resources (HRD) to identify 17 students for the FY 2017 Summer Youth Internship program. ACCD Managers conducted interviews and interns completed orientation during the first week of FY 2017 program to determine student interest and subsequent placement within appropriate ACCD business units.

Program Summary:

- ACCD on boarding process was completed during the week of June 26, 2017 which consisted of a general orientation of ACCD/tour of the facility/overview of work assignments and schedules.
- Weeks 2-6: Interns worked in various business units within the Department, which included Human Resources, Sales, Marketing, Retail, Purchasing, Security, Finance, Parking, Maintenance, Events, and Utility Services.
- As part of their assignment, the interns were tasked with learning how each ACCD business unit operates and how each business unit-coordinates their unique services to produce award winning events and the overall impact to customer service at the facility.
- This year, the ACCD interns completed a group project centered around the idea of community engagement. The interns met weekly with ACCD's Community Services Program Manager and created a mock "Food Truck Festival". The objective was for each intern to detail and present their respective units responsibilities, internal coordination and organizational planning efforts required to host a successful event.
- Interns presented their group project to ACCD Managers/Executive Team and were recognized during ACCD's quarterly business meeting held on August 4, 2017.
- Total internship program budget is \$25,000, which includes \$1,000 allocated for each intern as well as \$5,000 in administrative cost paid to City of Austin Human Resources Department.